


December 28, 2009

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – Statewide Case Management, Employment and Support Services for Two-Parent and Non-Citizen TANF Households through the First-To-Work Program; RFP NO. HMS-903-10-02-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. Criteria by which qualifying proposals shall be reviewed/rated; and
4. Criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 AM to 11:00 AM on Wednesday, January 13, 2010 at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 606, Honolulu, Hawai'i 96813. For more information, please call (808) 586-7095.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, Hawai'i 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 PM, Wednesday, February 3, 2010, to the DHS/BESSD/Employment and Training Office, at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, Hawai'i 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, Wednesday, February 3, 2010, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the Department or submitted after the deadline will not be accepted for consideration.

Attachments

State of Hawai'i
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office

Request for Proposals

**HMS-903-10-02-S
Statewide Case Management,
Employment and Support Services for
Two-Parent and Non-Citizen TANF
Households through the First-To-Work
Program**

January 6, 2010

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 3 plus Original
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ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **Wednesday, February 3, 2010** and received by the State purchasing agency no later than 10 days from the submittal deadline.

All Mail-Ins

Department of Human Services (DHS)
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawai'i 96813

DHS RFP Coordinator

Catherine Dela Cruz
Program Specialist
Phone: (808) 586-7095
Fax: (808) 586-5744

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 PM, Hawai'i Standard Time (HST), Wednesday, February 3, 2010**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 PM, **Wednesday, February 3, 2010**.

Drop-Off Sites

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawai'i 96813

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each Section of the RFP thoroughly. While Sections such as the administrative overview may appear similar among RFPs, State purchasing agencies may add additional information as applicable. It is the responsibility of the Applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	01/06/2010
Distribution of RFP	01/06/2010
RFP orientation session	01/13/2010
Closing date for submission of written questions for written responses	01/19/2010
State purchasing agency's response to applicants' written questions	01/25/2010
Discussions with applicant prior to proposal submittal deadline (optional)	
Proposal submittal deadline	02/03/2010
Discussions with applicant after proposal submittal deadline (optional)	
Final revised proposals (optional)	
Proposal evaluation period	02/04/2010 to 02/16/2010
Provider selection	02/17/2010
Notice of statement of findings and decision	02/17/2010
Contract start date	4/01/2010

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2	RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3	Hawai'i Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawai'i website at <http://hawaii.gov>)

	For	Go to
8	Hawai'i Administrative Rules (HAR) for Department of Human Services	http://hawaii.gov/dhs click "Admin Rules"
9	Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
10	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawai'i State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
11	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
12	Campaign Spending Commission	http://hawaii.gov/campaign
13.	Department of Accounting and General Services	http://hawaii.gov/dags click "Comptroller's Memoranda"

III. Authority

This RFP is issued under the provisions of the Hawai'i Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five (5) Sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the State purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawai'i 96813
Phone: (808) 586-7095
Facsimile: (808) 586-5744
E-Mail Address: cdelacruz@dhs.hawaii.gov

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date:	Wednesday, Jan. 13, 2010	Time:	9:00 AM
Location:	820 Mililani Street, Suite 606, Honolulu Hawai'i		

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the State purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the State purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in Item VII, "Submission of Questions."

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the State purchasing agency.

Deadline for submission of written questions:

Date: January 19, 2010 **Time:** 4:30 PM HST

State agency responses to Applicant written questions will be provided by:

Date: January 25, 2010

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in Item II, "Website Reference." Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the State purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, "Attachments." This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. **Proposal Application (Form SPO-H-200A).** Applicants shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Section 2, "Service Specifications," and Section 3, "Proposal Application Instructions," as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, Providers shall be required to submit a tax clearance certificate issued by the Hawai'i State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this Section's Item II, "Website Reference.")
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the Applicant certifies that the Applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawai'i State Legislature website. (See Item II, "Website Reference.")
- **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the State except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See Item II, "Website Reference.")

- F. **Hawai'i Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered Provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this Section's Item II, "Website Reference," for HCE's website address.
- G. **Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the Providers are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See Item II, "Website Reference.")
- H. **Confidential Information.** If an Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 - If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

- K. **Liability Insurance.** Pursuant to Comptroller's Memorandum 2007-24, contractual requirements for general liability (GL) for bodily injury and property damage, shall be no less than ONE MILLION DOLLARS (\$1,000,000.00) per occurrence, and TWO MILLION DOLLARS (\$2,000,000.00) in the aggregate (the maximum amount paid for claims during the policy term). In addition, automobile insurance shall be no less than ONE MILLION DOLLARS (\$1,000,000.00) per accident. The liability insurance shall provide that it is the primary insurance for the State of Hawai'i, the purchasing agency, and their officers, employees, and agents from any liability arising out of or resulting from occurrences connected with the provider's performance under the contract. The Comptroller's Memorandum is available on the Department of Accounting and General Services (DAGS) website. (See Item II, "Website Reference.")

Prior to or upon execution of the contract, providers shall provide a certificate of insurance verifying the existence of the necessary liability insurance coverage, including the coverage of the State of Hawai'i, and its officers, employees, and agents. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawai'i thirty (30) calendar days' written notice of the intended cancellation.

The providers shall maintain and keep in force the liability insurance throughout the contract period. If the scheduled expiration date of the liability insurance policy is earlier than the contract period end date, the providers shall promptly provide the Department update certificates of insurance upon renewal of the policy.

IX. Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the State purchasing agency's requirements.
- B. **After Proposal Submittal Deadline -** Discussions may be conducted with Applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a State purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the State purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the State purchasing agency, each Applicant shall submit any additional materials and documentation reasonably required by the State purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the State purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The Applicant shall submit **only** the Section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the Applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a State purchasing agency's efforts to plan for or to purchase health and human services prior to the State purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals,

including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the Awardee(s) prior to the contract commencement date. The State of Hawai'i is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See Item II, "Website Reference.") Only the following matters may be protested:

- (1) A State purchasing agency's failure to follow procedures established by Chapter 103F of the Hawai'i Revised Statutes;
- (2) A State purchasing agency's failure to follow any rule established by Chapter 103F of the Hawai'i Revised Statutes; and
- (3) A State purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the State purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the State purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five (5) working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the State purchasing agency.

Head of State Purchasing Agency Name: Lillian B. Koller Title: DHS Director Mailing Address: P.O. Box 339 Honolulu, Hawai'i 96809 Business Address: 1390 Miller Street , Room 209 Honolulu, Hawai'i 96813	Procurement Officer Name: Pankaj Bhanot Title: BESSD Administrator Mailing Address: 820 Mililani Street, Suite 606 Honolulu, Hawai'i 96813 Business Address: 820 Mililani Street, Suite 606 Honolulu, Hawai'i 96813
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XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawai‘i, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See Item II, “Website Reference.”) Special conditions may also be imposed contractually by the State purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among State purchasing agencies procuring health and human services under HRS Chapter 103F, State purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see Item II, “Website Reference.”) Nothing in this section shall be construed to create an exemption from any cost principle arising under Federal law.

Section 2

Service Specifications

I. Introduction

A. Overview, Purpose or Need

The Department of Human Services, hereinafter known as the “Department,” is requesting proposals from qualified applicants to provide statewide case management, employment and support services, through the Department’s work program, referred to as the First-To-Work (FTW) Program, for two-parent and non-citizen households eligible for Federal and State funded Temporary Assistance for Needy Families (TANF).

The purpose of the FTW Program is to provide case management, employment and support services to work eligible two-parent and non-citizen household TANF recipients, and to two-parent and non-citizen household TANF applicants if an adult caretaker is in the 8th or 9th month of pregnancy or there is an allegation of domestic violence, pursuant to **Public Law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996,”** reauthorized by the **“Deficit Reduction Act of 2005,”** and the Hawai‘i Work Verification Plan, which mandates that TANF recipients meet prescribed work performance requirements and progress towards self-sufficiency.

TANF applicants will be referred to the FTW Upfront Universal Engagement (UFUE) Program for the initial services they receive as applicants and as recipients. Thus, most individuals to be served by the PROVIDERS selected through this RFP will be transferred from the FTW UFUE Program as TANF recipients, and all such recipients should be participating in approved work activities in accordance to their individual Employability Plans. Information on the FTW UFUE Program is outlined in the Hawai‘i Administrative Rules (HAR) Section 17-794.1, which is available on the Department’s website (see Section 1, Item II, “Website Reference”).

The PROVIDERS selected under this RFP will also service two (2) groups of applicants – individuals who are work eligible but are in their 8th or 9th month of pregnancy; and individuals who have alleged that they are victims of domestic violence. Although the remainder of this RFP refers to services to both applicants and recipients, the number of applicants who will be referred are, therefore, limited.

Two (2) PROVIDERS will be selected to provide services that include, but are not limited to: orientations and intakes; assessments and employability planning; barrier assessments and barrier reduction planning; structured job readiness; work placement services; ongoing case management services; and issuance of support services such as child care and transportation which are needed to attain and maintain employment.

Services to be procured through this RFP are scheduled to begin April 1, 2010 or upon full contract execution, whichever is later.

B. Planning Activities Conducted in Preparation For This RFP

A Request For Information (RFI) was posted on December 26, 2008, which elicited one response from the community by the posted deadline of January 9, 2009.

C. Description of the Goals of the Service

The goal of this service is to serve work eligible TANF applicants and recipients of two-parent and non-citizen households by preparing them with the necessary work skills to obtain full-time employment leading to self-sufficiency and to ensure that they are successfully engaged in federally defined work activities.

D. Description of the Target Population To Be Served

The population to be served is comprised of work eligible adults and teen heads of households who are applying for and receiving Federal or State funded TANF benefits. TANF households include:

- Two-Parent Households
The Department defines a two-parent household as a family where two adults have at least one common child and reside together in the same household.
- Non-Citizen Households
The Department defines a non-citizen household as a family that has at least one member who is lawfully admitted for permanent residence or who is granted admission into the United States under the provision of Public Law 99-239, the Compact of Free Association of 1985 with respect to the Republic of Palau, the Republic of Marshall Islands, and the Federated State of Micronesia.

The Department reserves the right to change the target population after thirty (30) days notice being afforded to the awarded Providers affected, for the duration of the awarded contract period.

E. Geographic Coverage of Service

This service is being procured statewide and will be awarded in two (2) geographical regions—

Region I covers approximately 59% of the population to be served statewide. This region includes the following geographical locations serving approximately 1,700 TANF households:

O‘ahu	1,020 households
<i>(From Hawai‘i Kai to Pearl City and from Kaneohe to Waimanalo)</i>	

Maui (<i>including islands of Moloka'i and Lana'i</i>)	289 households
East Hawai'i (<i>From Papaikou-Wailea to Hilo and from Kea'au to Pahoa-Kalapana</i>)	391 households

Region II covers approximately 41% of the population to be served statewide. This Region includes the following geographical locations servicing approximately 1,181 TANF households:

O'ahu (<i>From Ewa Beach to Makaha and from Waipio to Kahalu'u</i>)	838 households
Kaua'i	71 households
West Hawai'i (<i>From Honoka'a to Laupahoehoe and from Kohala to Ka'u</i>)	272 households

Note: The caseload numbers above are as of July 2009 and are provided for planning purposes only.

The Department reserves the right to reassign coverage areas based on service needs, after thirty (30) days notice being afforded to the Provider(s) affected, for the duration of the awarded Contract period.

F. Probable Funding Amounts, Source, and Period of Availability

This procurement is expected to be Federal and State funded; however, the percentage of Federal funds to be used shall be at the discretion of the Department, based on the availability of such funding.

The Department intends to award contracts to two (2) different PROVIDERS for a total combined funding of \$3,749,999.00, prorated as described below for the initial contract period. Interested applicants must submit a proposal describing how they propose to deliver services statewide. The Applicant with the highest evaluation score will be contracted to provide services to TANF applicants and recipients from Region I and the Applicant with the second highest evaluation score will be contracted to provide services to TANF applicants and recipients from Region II.

1. Region I Funding Amounts

a. Initial Contract Period

The total amount of funding under this procurement to service Region I locations for the initial contract period of fifteen (15) months, effective April 1, 2010 to and including June 30, 2011, shall not exceed \$2,199,087.00 subject to the availability of funds.

b. Subsequent Contract Extensions

For subsequent contract extensions of up to twelve (12) months in length, the amount of funding for Region I shall not exceed \$1,759,270.00 subject to the availability of funds.

2. Region II Funding Amounts

a. Initial Contract Period

The total amount of funding under this procurement to service Region II locations for the initial contract period of fifteen (15) months, effective April 1, 2010 to and including June 30, 2011, shall not exceed \$1,550,912.00 subject to the availability of funds.

b. Subsequent Contract Extensions

For subsequent contract extensions of up to twelve (12) months in length, the amount of funding for Region II shall not exceed \$1,240,730.00 subject to the availability of funds.

The Department reserves the right to change the funding amounts, funding sources, and extension periods based on availability of funds, the need for services, program utilization, and satisfactory performance of the provider.

II. General Requirements

A. Specific Qualifications or Requirements, Including But Not Limited to Licensure or Accreditation

The Applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website at www.spo.hawaii.gov.

B. Secondary Purchaser Participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases will not be allowed.

C. Multiple or Alternate Proposals
(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Not Allowed

Applicants shall submit one (1) proposal covering a comprehensive statewide service with a cost proposal for statewide operations.

D. Single or Multiple Contracts To Be Awarded
(Refer to HAR Section 3-143-206)

☐ Single ☒ Multiple ☐ Single & Multiple

Criteria for multiple awards:

Two (2) PROVIDERS will be selected to provide statewide case management, employment and support services for TANF households through the FTW Program in accordance to Section 2, Item I.E, "Geographic Coverage of Service."

E. Single or Multi-Term Contracts To Be Awarded
(Refer to HAR Section 3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

1. Contract Terms

Initial term of contract: April 1, 2010 to and including June 30, 2011
(15 months)

Length of each extension: Up to 12 months

Number of possible extensions: 2

Maximum length of contract: Not to exceed June 30, 2013

The Department expects the initial period of service to commence on the contract start date, however, the Department may allow a transition period of up to three (3) months from the contract start date if the selected PROVIDER(S) is unable to begin services on the contract start date.

2. Conditions For Extensions

Extensions must be initiated by the Department through an offer of a supplemental contract, and agreed upon and executed by both the Department and awarded PROVIDER(s).

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful PROVIDERS. Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, Item I, "Procurement Timetable," of this RFP.

Catherine Dela Cruz, Program Specialist
Phone: (808) 586-7095
Fax: (808) 586-5744
E-mail: cdelacruz@dhs.hawaii.gov

III. Scope of Work

The purpose of the FTW Program is to provide case management, employment and support services to work eligible TANF applicants and recipients of two-parent and non-citizen households. Work eligible individuals, hereinafter referred to as “participants,” will be referred to the FTW Program. Participants must satisfactorily perform and meet FTW Program requirements specified in the Hawai‘i Administrative Rules (HAR) and pursuant to **Public Law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996,”** the **“Deficit Reduction Act of 2005 (DRA),”** and the Hawai‘i Work Verification Plan (WVP).

FTW participants of applicant households must satisfactorily meet participation requirements for an initial period of twenty-one (21) days as a condition of TANF eligibility. Participation requirements during the initial twenty-one (21) days shall include, but are not limited to: orientation, assessments, employability planning, and job preparedness and job search activities. Participants who satisfactorily meet the requirements during the initial twenty-one (21) days may be eligible for TANF.

Subsequent to TANF approval, FTW participants of recipient households must continue to comply on a monthly basis in accordance to their Employability Plans (EP).

A. Service Activities

The PROVIDERS shall provide case management, employment and support services to two-parent and non-citizen households through the FTW Program.

The PROVIDERS will receive comprehensive training from the Department in the Hawai‘i Automated Network Assistance (HANA) system and the FTW Program policies and procedures. The FTW policies and procedures training will clearly define each allowable work activity and cover the manner in which work activities can be combined to meet participation requirements. Certain allowable work activities are “core” activities, and individuals must participate in these core activities for a minimum number of hours each week to meet work participation requirements.

The PROVIDERS are required to meet an overall participation rate of 50% for each report month. The participation rate is the percentage of active FTW participants who satisfactorily met their participation requirements as defined in the State’s WVP (numerator), divided by the total number of active FTW participants in the service area who are participating in the PROVIDER’S region (denominator).

An ‘active’ participant is defined as a FTW participant in any given month whose household has been approved for TANF benefits, excluding participants who have

been referred for sanction prior to the report month but whose sanction has not yet been imposed by the Department.

The PROVIDERS shall provide services in accordance with the following tasks and responsibilities:

1. Orientation and Intake

The PROVIDERS schedule orientation sessions in the HANA system for work eligible members of TANF applicant households; conduct interactive orientations and discussions that demonstrate how work pays for households; educates on the benefits of different child care arrangements; shows that participants can succeed at work; and confirms attendance at orientations. The PROVIDERS complete intakes in HANA to begin each participant's FTW program participation immediately following each orientation session.

The attendance at an orientation session and intake is a requirement for work eligible members of *applicant households* as a condition of TANF eligibility. Work eligible members of TANF *recipient households* are not required to repeat this process as long as the household members continue to be work eligible individuals.

2. Assessment and Employability Planning

Within two (2) business days of orientation/intake sessions, the PROVIDERS assign case managers who must conduct educational and psycho-social assessment interviews to identify strengths and weaknesses of participants and assess participants' basic skills, aptitudes and current situations.

The information obtained from the assessments shall be used to formulate participants' Employability Plans (EP) that outline participation requirements and scheduled activities in accordance to the State's WVP and HAR Section 17-794.1. EPs are developed in accordance with each participant's abilities, needs, and goals and the scheduled activities must lead towards employment.

When necessary, PROVIDERS may conduct barrier assessments which involve in-depth interviews of participants who are in crisis situations or have specific barriers to employment. The information obtained from the barrier assessments shall be used to formulate the Barrier Reduction Plans (BRP). BRPs are developed only when identified barriers become obstacles to a participant's ability to satisfactorily participate with the FTW Program and to obtain and retain employment. The BRP activities may be scheduled simultaneously with EP activities. However, if there

are no EP activities scheduled then BRP activities must lead towards an EP and provide the foundation for measurable progress towards a participant in becoming employable.

The assessment and employability planning process is a requirement for participants of TANF applicant households. Both processes may be repeated for participants of TANF recipient households on a case-by-case basis when participants' situations change during their participation with the FTW Program. The assessment and employability planning process is also a requirement for recipients entering FTW, to ensure that they are designed to move individuals to full-time employment and off TANF as quickly as possible. The EP/BRPs will be reviewed regularly and updated when necessary.

3. **Participation in Work Activities**

The PROVIDERS shall ensure that the FTW Program requirements, as defined in the State's WVP and HAR Section 17-794.1, are met by the participants on any given month, and that all participation has been duly verified in accordance with the State's WVP.

a. Work Activities: Pursuant to the State's WVP and HAR Section 17-794.1, Subchapter 3, there are twelve (12) allowable activities for the purpose of the FTW Program—Unsubsidized Employment, Subsidized Private Sector Employment, Subsidized Public Sector Employment, On-the-Job Training, Work Experience, Community Service Program, Job Search and Job Readiness Assistance, Vocational Educational Training, Providing Child Care Services for a Community Service Program Participant, Job Skills Training, Education Directly Related To Employment, and Satisfactory Attendance at Secondary School. HAR Section 17-794.1 is available on the Department's website at <http://hawaii.gov/dhs>.

b. Minimum Work Participation Requirements

Participants of **two-parent households** are required to participate for a minimum of thirty-five (35) hours per week of which thirty (30) hours shall be core activities. However, participants may be required to participate for a minimum of fifty-five (55) hours per week of which fifty (50) hours are core activities if households receive federally funded child care subsidies. In either case, one of the parents is required to meet no less than thirty (30) hours of work activities, of which at least twenty (20) hours are core activities, on his/her own.

Participants of **single-parent non-citizen households** shall be required to meet a minimum of thirty (30) work activities hours per week of which a minimum of twenty (20) hours are core activity

hours. Participants of single-parent non-citizen households with a child under six (6) years of age are required to participate for a minimum of twenty (20) hours a week of which a minimum of twenty (20) hours are from core activities.

4. Ongoing Case Management

The PROVIDERS shall provide continuous case management services from assessment until participants exit the FTW Program with special attention on guiding participants into employment or compliance with other work participation requirements and monitoring ongoing compliance. Case management services must include but are not limited to, individualized counseling, reassessments based on participants' current situation, placements into approved work activities, and addressing barriers.

5. Support Services and Participation Reimbursement

The PROVIDERS shall provide participants with the necessary supportive services needed to comply with participation requirements of each participant's EP and/or BRP. The PROVIDERS must use the HANA system to issue support services payments such as child care, transportation, and work-related expenses to participants in order to facilitate the participants' preparedness for and transition to self-sufficiency.

The support service payments are not part of the appropriation for the contracted services and are funded separately.

6. Transitional Support Services

The PROVIDERS shall issue transitional support services to former FTW participants whose earnings exceed the income earnings limits set under the Financial Assistance Program. Transitional support services include but are not limited to, transportation assistance and work retention bonuses. Additionally, the PROVIDERS shall coordinate transitional child care through the Child Care Connection Hawai'i Program (CCCH) in accordance to CCCH eligibility determination.

7. Interpreter Services

The PROVIDERS shall offer language assistance to individuals with limited English proficiency at no cost to the individual. The PROVIDERS shall document the offer and whether the individual declines or accepts the language assistance. The PROVIDERS shall be responsible for the cost of the interpreters. The PROVIDERS are prohibited from requiring

individuals to bring their own interpreters with them to orientation sessions, interviews or other appointments.

The PROVIDERS shall have accommodations to service a multicultural referral base that may speak, for example, without limitation:

- | | |
|---------------|------------|
| ▪ English | ▪ Chuukese |
| ▪ Marshallese | ▪ Samoan |
| ▪ Ilocano | ▪ Chinese |
| ▪ Vietnamese | ▪ Spanish |

B. Management Requirements (Minimum and/or Mandatory Requirements)

1. Personnel

The PROVIDERS shall provide and maintain adequate staffing to service the geographic areas that are designated to be served. Adequate staffing, at a minimum, is defined as staffing that is able to address the qualitative and quantitative functions as detailed in Section 2, Item III.A, "Service Activities."

The PROVIDERS shall be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The PROVIDERS must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

Applicants shall provide the position descriptions, minimum qualifications for these positions, proposed staffing ratios, and the basis and rationale for the proposed staffing.

NOTE: After the award of the contract, the successful Applicants will be required to submit detailed specifications of all staff and their qualifications for review by the Department. Contract services cannot commence until the Department has approved the configuration of staff and their respective qualifications.

2. Administrative

Execution of Contract: The successful Applicants will be required to enter into a formal written contract with the Department in accordance with the laws, rules, and regulations of the State of Hawai'i.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations

thereof must be specifically defined by the Applicant in its proposal which, if successful, will become part of the contract.

The funds available for this procurement are limited. The Department reserves the right to contract for services that are only in the best interest of the Department.

The Department reserves the right to cancel the contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal contract to the successful Applicants for execution. The contract shall be signed by the successful Applicants and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Applicants, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with HRS Section 103-39, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawai'i has approved the contract as to form.

No supplementary agreement shall be binding upon the Department until the agreement has been fully and properly executed by all parties thereto prior to the start date of the agreement. The Applicants shall not provide any services until the agreements are fully and properly executed.

Any work performed by the successful Applicants prior to the execution of the contract shall be at the Applicant's own risk and expense. The State of Hawai'i and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Applicants prior to the execution of the contract.

Division Procedures: The PROVIDERS shall follow procedures established by BESSD and shall use the HANA system to do case management, data entry, and support service payments issuance.

Implementation Plan: After the contracts are awarded, each successful Applicant will be required to submit their finalized implementation plans that include, but are not limited to, detailed description of how they intend to start-up services and an outlined timeline which includes all necessary

steps that lead to the start of services and their scheduled dates of completion.

Equipment: The PROVIDERS shall be responsible to purchase or lease, with the available funding, all the necessary furniture and equipment needed to perform the services. Allowed purchases/leases include office equipment, chairs, desks, file cabinets, bookcases, copiers, facsimile machines, mail meter, desk telephones for the staff, and adequate furniture for a small reception area, as needed, within the limitations of the Chapter 103F, "Cost Principles." Equipment purchased with these government funds shall be the property of the Department. The PROVIDER must be on the Department network, therefore, the Department will purchase network equipment, computer packages, and printers, as needed.

Hours of Operation: Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Mondays through Fridays, excluding State Holidays.

3. Quality assurance and evaluation specifications

The proposal shall be evaluated based upon performance as described in this Section and discussed above. The proposal shall also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

The PROVIDERS will be expected to meet the following outcome and performance measurements, but performance expectations are not limited to these goals:

- a. Timely placement and monitoring of FTW participants in employment and other federally defined work activities;
- b. Successful case management of FTW participants to ensure compliance with work participation requirements;
- c. Successful transition of FTW participants from receiving TANF benefits to exiting TANF due to employment; and
- d. Meeting the 50% overall work participation rate for FTW participants.

5. Experience

Applicants must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services. A proven track record of operating a work program for the TANF population is desirable and must be validated by business references.

6. Coordination of services

Applicants must demonstrate the capability to coordinate services and to collaborate with other offices within the Department, other providers, government agencies, and resources in the community relating to the delivery of the proposed services.

The PROVIDERS may utilize subcontracting as a means of delivering the services; however, such subcontracting may not exceed 40% of the PROVIDER'S obligation to the delivery of services.

7. Reporting requirements for program and fiscal data

For TANF data, the PROVIDERS shall use the HANA system to enter client data and payment information. Monthly reports shall be prepared and submitted to the Benefit, Employment and Support Services Division (BESSD), Employment and Training Program Office (ETPO), using the monthly report template provided by the Department. In addition, the HANA system entries shall be regarded as official reports. The PROVIDERS shall not receive credit for participant performance if the corresponding data has not been entered into HANA.

a. Program Reporting Requirements

A monthly program report shall be submitted along with a monthly invoice for payment. The monthly report shall provide both an unduplicated count for the report month as well as unduplicated cumulative count for the Contract period. Each PROVIDER shall report data for their assigned Region.

The Department will provide the standard format for the reports and may further refine these reporting requirements based on evaluation of the services. The PROVIDERS shall submit any other information or reports upon request by the Department. The monthly report shall contain, but not limited to the following:

- 1) Number of active cases carried over from the previous month;
- 2) Number of cases in the pool at beginning of the report month;
- 3) Number of 8-9 month pregnant applicants;
 - Number of 8-9 month pregnant applicants approved;
 - Number of 8-9 month pregnant applicants denied;
- 4) Number of domestic-violence status applicants;
 - Number of domestic-violence status applicants approved;
 - Number of domestic-violence status applicants denied;
- 5) Number of incoming UFUE transfers;

- 6) Number of other incoming transfers (e.g change in work eligible status, change in household composition, etc.);
- 7) Total incoming and carried over cases;
- 8) Total number of cases transferred out;
- 9) Number of cases referred for sanction;
 - Number of cases granted good-cause;
 - Number of cases pending sanction imposition;
- 10) Number of cases closed;
 - Due to employment;
 - Due to loss of TANF for another reason;
 - Due to change of work participation status;
 - Due to relocation;
 - Due to sanction;
 - Due to household composition change;
- 11) Number of cases in the pool at the end of the report month;
- 12) Total number of active cases;
 - Number of two-parent US citizen households;
 - Number of two-parent non-citizen households;
 - Number of single-parent non-citizen households;
- 13) Number of cases meeting DRA requirements;
 - Unit overall DRA compliance rate;
 - Number of clients working 30 hours/week;
 - Number of clients working 31-40 hours/week; and
 - Number of 2-parent household cases working +55 hours/week.
- 14) The monthly program report shall also include, but not be limited to the following narrative requirements:
 - Names of participants who have satisfactorily met their participation requirement for the report month, their participation requirement and how participation was verified;
 - Names of participants who have been placed in unsubsidized employment for the report month and the date of placement; and
 - Names of participants who have exited TANF in the report month due to unsubsidized employment and the date of exit.
- 15) In addition, an interpreter service program report shall be submitted on a quarterly basis. The quarterly report shall contain data regarding interpreter services provided to Limited-English Proficiency (LEP) individuals for the report quarter. Each PROVIDER shall report data for their assigned Region. The Department will provide the standard format for the reports. The report shall include, but not limited to the following:
 - Number of LEP individuals that were offered, declined or required language assistance services;

- The primary language spoken by each LEP person;
- The type of interpreter service provider; and
- The name of the interpreter (and agency, if applicable).

b. Fiscal Data Reporting Requirements

A monthly invoice for operational costs shall be prepared and submitted to the Department in accordance with the Compensation and Payment Schedule. Additionally, the PROVIDERS shall submit a final invoice upon termination of the contract.

Refer to Section 2, Item IV, "Compensation and Method of Payment."

C. Facilities

The PROVIDERS shall secure adequate and ADA compliant facilities to provide this service. Such facilities shall consider accessibility and security needs of the population being served. In addition, PROVIDERS shall establish and maintain direct service location or site in each geographic location on the neighbor islands as specified in Section 2, Item I.E, "Geographic Coverage of Service."

IV. COMPENSATION AND METHOD OF PAYMENT

A. Introduction

The compensation and method of payment will combine two (2) methods of payment: cost reimbursement and performance-based payments. The PROVIDERS may submit claims to receive cost-reimbursement or performance-based payments or combination of both for any report month.

The Department expects the initial period of service to commence on the contract start date, however, if the Department allows a transition period as described in Section 2, Item II.E, "Single or Multi-Term Contracts To Be Awarded," the PROVIDER(S) will be allowed to only claim reimbursement for necessary costs to establish themselves during the transition period. The PROVIDER(S) will be allowed to claim any performance-based payments when the PROVIDER(S) begins services.

The total cost-reimbursement payments for a contract period shall not exceed a specified percentage of the total budget.

1. Initial Contract Period: The PROVIDERS may claim reimbursement for incurred costs up to 65% of the total contract budget specified in Section 2, Item I.F for the initial contract period.

2. First 12-Month Extension Period: The PROVIDERS may claim reimbursement for incurred costs up to 60% of the total contract budget specified in Section 2, Item I.F, for the first extension period.
3. Second 12-Month Extension Period: The PROVIDERS may claim reimbursement for incurred costs up to 55% of the total contract budget specified in Section 2, Item I.F, for the second extension period.

The PROVIDERS must have a minimum overall participation rate of 50% for the report month in order to claim any performance-based payments. Participation rate below 50% for more than two (2) consecutive report months may result in the reduction of the budget or termination of the contract.

The Department reserves the right to change the cost-reimbursement and performance-based payment structures and amounts, after sixty (60) days notice being afforded to the PROVIDERS, for the duration of the contract period.

Final settlement will not be available until all reports and other materials due to the Department have been submitted by the PROVIDER and accepted by the Department, all discrepancies in performance of services have been resolved, all other outstanding matters have been completed, tax clearances have been received, and all outstanding fiscal obligations have been reconciled.

B. Cost Reimbursement

The Department shall consider cost proposals on a partial “cost-type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawai‘i. “Cost type” involves the payment of all actual incurred costs within a predetermined estimated amount.

The Department shall consider cost proposals based on a partial “cost-plus-fixed-fee” from the Applicants who are for-profit organizations licensed to do business in the State of Hawai‘i. “Cost-plus-fixed-fee” allows for payment of actual incurred costs within a predetermined estimated amount plus an agreed upon fee which will not change. The Department anticipates these fees to be limited to 10% or less of the Contract award. These fees also need to be built within the contract ceiling.

Please note that the Department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

The Department shall select the applicable cost proposals subject to the legal standing of the Applicant organization (i.e. non-profit or for-profit), and that are in the best interests of the State of Hawai‘i.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following are the budget form(s) which are contained in the POS manual, shall be submitted, as described in the Checklist attached herewith, with the POS Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization – Wide By Source of Funds
SPO-H-205B	Organization – Wide Budget by Programs
SPO-H-206A	Personnel – Salaries & Wages
SPO-H-206B	Personnel – Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel – Inter-Island
SPO-H-206D	Travel – Out-Of-State*
SPO-H-206E	Contractual Services – Administration
SPO-H-206F	Contractual Services – Subcontracts
SPO-H-206G	Depreciation
SPO-H-206H	Program Activities
SPO-H-206I	Equipment Purchases*
SPO-H-206J	Motor Vehicle*

* Expenditures require justification and prior approval.

C. Performance-Based Payments

The performance-based payments section of the proposal costs shall be based on a “Per Unit Rate” structure. In a “Per Unit Rate,” pricing is based on the delivery of a defined unit of service(s).

This method of payment requires the PROVIDERS to submit monthly invoices, as developed by the Department, specifying the amount requested for achieving each performance-based measure; the submittal of the corresponding monthly report as specified in Section 2, Item III.B.7, “Reporting Requirements for Program and Fiscal Data”; and certifying that services requested under the Contract have been performed by the PROVIDERS.

The PROVIDERS are required to immediately activate all work eligible individuals that attended an orientation session as described in Section 2, Item III.A, “Service Activities.” To ensure all work eligible individuals are activated and serviced immediately, a 10% reduction will be imposed on the total payment claimed for a report month if only 95% of the total individuals that attended an orientation are activated in the same report month.

The PROVIDERS are required to maintain a minimum overall work participation rate of 50% for each report month as defined in Section 2, Item III.A, “Service Activities.” The monthly total amount requested for each performance-based rate shall be based on the number of unduplicated participants served multiplied by the

per unit rate. "Unduplicated," is defined as unique participants serviced for the report month.

The Department proposes the following performance-based measures and corresponding payments, but strongly encourages Applicants to propose other performance-based measures for consideration.

1. Performance-Based Payment Rate 1

Participant satisfactorily met his/her program participation requirements as indicated in his/her Employability Plan (EP) and/or Barrier Reduction Plan (BRP) for the report month:

- \$0 if overall work participation rate is below 50%; or
- \$50 per unduplicated participant if overall work participation rate is between 50% and 69%; or
- \$75 per unduplicated participant if overall work participation rate is between 70% and 89% or
- \$100 per unduplicated participant if overall work participation rate is equal to or greater than 90%.

2. Performance-Based Payment Rate 2

Participant obtained unsubsidized employment, exited the FTW Program, and remained off TANF for a minimum of two (2) calendar months in a contract period:

- \$0 if overall work participation rate is below 50%; or
- \$300 per participant if the overall work participation rate is between 50% and 69%; or
- \$400 per participant if the overall work participation rate is between 70% and 89%; or
- \$500 per participant if the overall work participation rate is equal to or greater than 90%.

3. Performance-Based Payment Rate 3

The PROVIDER achieved one of the following work participation rates for the report month:

- \$0 if the overall work participation rate is between 50% and 59 ; or
- \$3,000 if the overall work participation rate is between 60% and 69%; or

- \$4,000 if the overall work participation rate is between 70% and 79% for the report month; or
- \$5,000 if the overall work participation rate is between 80% and 89% for the report month; or
- \$5,000 if the overall work participation rate is equal to or greater than 90% for the report month.

The Department reserves the right to change any performance-based payment measures and rates after sixty (60) days notice being afforded to the PROVIDERS, for the duration of the contract period.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the State purchasing agency using the prescribed format outlined in this Section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (optional).*
- *Each Section shall be tabbed and labeled.*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an Applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, "Proposal Evaluation," when completing the proposal.*
- *This form, SPO-H-200A, is available on the SPO website (see Section 1, Item II, "Website Reference"). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following Sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicants shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

Applicants shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

Applicants shall demonstrate experience and provide a description of projects/contracts pertinent to the delivery of the proposed services. Detailed description of the experience within the last two (2) years in operating a work program for the TANF population is desirable and must be validated by business references which points of contact, addresses, e-mail and/or telephone numbers of references must be included.

The Applicant shall include points of contact, addresses, e-mail and phone numbers of project/contract references. The Department reserves the right to contact references to verify an Applicant's experience.

C. Quality Assurance and Evaluation

Applicants shall describe plans for quality assurance and evaluation for the proposed services including methodology.

D. Coordination of Services

Applicants shall demonstrate the capability to coordinate services and to collaborate with other providers, government agencies, and resources in the community.

E. Facilities

Applicants shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure the facilities as described in Section 2, Item III.C, "Facilities." Also describe how the facilities meet ADA requirements and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

Applicants shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. Refer to the personnel requirements in the Service Specifications, as applicable.

2. Staff Qualifications

Applicants shall provide the minimum qualifications (including experience) for all staff positions. Refer to the qualifications in the Service Specifications, as applicable.

B. Project Organization

1. Supervision and Training

Applicants shall describe its ability to supervise, train and provide administrative direction relative to the initial establishment as well as ongoing delivery of the proposed services, and describe a detailed training plan.

2. Organization Chart

Applicants shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency). Both the “Organization-Wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

- A.** Applicants shall include a detailed discussion of its approach to applicable service activities and management requirements from Section 2, Item III, “Scope of Work.”
- B.** Applicants shall propose an implementation plan with timelines/schedules that describes in detail how it intends to start-up services and how transition will be conducted to ensure services begin timely and uninterrupted, and an ongoing work plan of all service activities and tasks to be completed, and other related work assignments/responsibilities.

V. Financial

A. Pricing Structure

The pricing structure for this RFP will be on a “Cost Reimbursement” and “Performance-Based Payment” structure. “Cost Reimbursement” involves the

payment of all incurred costs within a predetermined total estimate cost. "Performance-Based Payment" pricing is based on the delivery of a defined unit of service(s) or performance-based measure(s). Refer to Section 2, Item IV, "Compensation and Method of Payment," for additional details regarding rates and performance-based criteria.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the Applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application:

- Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawai'i State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawai'i Compliance Express.

VI. Other

A. Litigation

The Applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment, at the time SPO-H-200A is signed and filed. If applicable, please explain. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

I. Evaluation Process

The Procurement Officer or an evaluation committee of designated reviewers selected by the head of the State purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three (3) phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	40 points
Project Organization and Staffing	20 points
Service Delivery	30 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

II. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Registration with the State Procurement Office (if not pre-registered)
- Tax Clearance Certificate
- Certifications
- Audit Report (most recent)

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each item identified below in Sections 1 through 4 is assigned a value of 0 through 5 points. The following is an explanation of the point assignment:

- 5 = Very satisfactory
- 4 = More than satisfactory
- 3 = Satisfactory
- 2 = Less than satisfactory
- 1 = Unsatisfactory
- 0 = Not addressed (no credit)

Program Overview: No points are assigned to Program Overview. The intent is to give the Applicant an opportunity to orient evaluators as to the service(s) being offered.

1. Experience and Capability (40 Points Total)

The State will evaluate the Applicant's experience and capability relevant to the proposed services, which shall include:

a. Necessary Skills

- Demonstrated necessary skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated a thorough understanding of the purpose and scope of service with a description of how the proposed service is designed to meet the pertinent issues and problems related to the service activities. _____

b. Experience

- Demonstrated experience related to the delivery of the proposed services. _____
- Description of projects/contracts implemented in the last three (3) years with relevant business references to validate experience that are pertinent to the proposed services. _____
- Demonstrated experience gathering and reporting performance data. _____

c. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. _____

d. Coordination of Services

- Demonstrated capability to coordinate services and to collaborate with other providers, government agencies, and resources in the community with identified/named specific agencies, organizations, and groups with which to collaborate and coordinate in order to deliver satisfactory services. _____

e. Facilities

- Adequacy of facilities relative to the proposed services.

Total

2. Project Organization and Staffing (20 Points Total)

The State will evaluate the Applicant's overall staffing approach to the services that shall include:

a. Staffing

- Proposed staffing patterns, client/staff ratio, minimum qualifications (including experience) for staff assigned to the program, and proposed caseload capacity is reasonable to ensure viability of the services.
- Described contingency plan of maintaining the proposed services in the event of inadequate staffing.

b. Project Organization

- Demonstrated ability to supervise, train and provide administrative direction to staff, relative to the initial establishment as well as ongoing delivery of the proposed services, and described a detailed training plan.
- Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

Total

3. Service Delivery (30 Points Total)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- Described in detail the program content and design, and demonstrated a clear understanding of the various service activities and sequence of events. _____
 - Demonstrated a clear understanding of the target group. _____
 - Presented evidence of cooperation and collaborations, and willingness to follow Department requirements, policies and established procedures. _____
 - Demonstrated knowledge of handling customer service demands and complaints _____
 - Described staff/management activities that include evaluation criteria with an assessment of the logic of the work plan for the major service activities and tasks to be completed including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable. _____
 - Proposed a work plan for transition and program implementation that is logical, reasonable, and attainable. _____
- Total** _____

4. Financial (10 Points Total)

- Demonstrated solid financial stability and adequate accounting practices. _____
 - Provided most recent audit report available. _____
- Total** _____

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The Applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the State purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, Item II, "Website Reference*."

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Resumes of hired staff	Section 3, RFP		X	
Position descriptions of proposed staff	Section 3, RFP		X	
Business references	Section 3, RFP		X	
Organization chart(s)	Section 3, RFP		X	
Audit Report	Section 3, RFP		X	

Authorized Signature

Date

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Organization: _____
RFP No: _____